

IN THE CLAIMS:

This listing of the claims will replace all prior versions and listings of the claims in the application:

1. (Currently Amended) A telecommunications system, comprising:

a packet switched network;

one or more telephony devices coupled to said packet switched network, said one or more telephony devices being configured to request a forward on busy function ~~having forward on busy capability~~; and

a queue server implementing one or more queues, coupled to said packet switched network, said one or more queues configured to receive forwarded calls from said one or more telephony devices responsive to a request from said one or more telephony devices and said forward on busy ~~capability request~~ and to forward said calls back to said one or more telephony devices when one or more predetermined conditions have been met, as determined by said queue server;

wherein said one or more queues define callable network entities for said one or more telephony devices to forward said calls thereto; and

wherein said one or more telephony devices define client endpoints adapted to forward said calls to said one or more queues.

2. (Original) The telecommunications system in accordance with claim 1, said packet switched network being H.323 compliant.

3. (Original) The telecommunications system in accordance with claim 2, said one or more queues including one or more timers for determining a predetermined delay during which time said calls are stored in said one or more queues prior to forwarding back to said one or more telephony devices.

4. (Original) The telecommunications system in accordance with claim 1, said one or more telephony devices configured to be able to request that said one or more calls be forwarded back to them.

5. (Original) The telecommunications system in accordance with claim 2, said one or more queues being defined as one or more H.323 callable entities.

6. (Original) The telecommunications system in accordance with claim 5, said one or more queues having one or more callable aliases.

7. (Currently Amended) A method for processing calls in a telecommunication system, said method comprising:

receiving a first call at a telephony device on a network, said telephony device being configured to request a forward on busy function having forward on busy capability;

receiving a second call at said telephony device while said first call is being processed;

transferring said second call to a queue responsive to a request by said telephony device and implementing said forward on busy function capability, said queue being definable as a callable network device on said network; and

transferring said second call back to said telephony device after a predetermined condition is met;

wherein said telephony device comprises a client endpoint and is adapted to request a call transfer to said queue.

8. (Original) The method according to claim 7, said predetermined condition being expiration of a timer.

9. (Original) The method according to claim 7, said predetermined condition being notification that said telephony device has completed processing of said first call.

10. (Original) The method according to claim 7, wherein said telephony device is a hunt group proxy and said hunt group proxy processes said first call by searching for an available hunt group member.

11. (Original) The method according to claim 7, wherein said telephony device is H.323 compliant.

12. (Original) The method according to claim 7, wherein said network is H.323 compliant.

13. (Currently Amended) A system for processing calls in a telecommunications network, comprising;

one or more first callable network entities coupled to said telecommunications network, said one or more first callable network entities being configured to request a forward on busy function ~~having forward on busy capability~~, and

one or more second callable network entities coupled to said telecommunications network, wherein said one or more second callable network entities are defined as queues for temporary holding of calls for said one or more first callable network entities while said one or more first callable network entities are processing other calls responsive to a request from said one or more first callable network entities, wherein said one or more first callable network entities are configured to forward said calls to said one or more second callable network entities while said one or more first callable network entities are busy.

14. (Original) The system according to claim 13, wherein said one or more first and second callable entities are H.323 compliant.

15. (Currently Amended) A system for processing calls in a telecommunications network, comprising;

one or more first callable entities coupled to said telecommunications network;
and

one or more second callable entities coupled to said telecommunications network, wherein said one or more second callable entities are defined as queues for temporary holding of calls for said one or more first callable entities while said one or more first callable entities are processing other calls;

wherein said one or more first and second callable entities are H.323 compliant;
and

wherein said one or more first callable entities are configured to request a forward of said calls to said one or more second callable entities while said one or more first callable entities are busy.

16. (Original) The system according to claim 15, wherein said one or more second callable entities are configured to forward said calls back to said one or more first callable entities after a predetermined period has elapsed.

17. (Original) The system according to claim 15, wherein said one or more first callable entities are configured to request said second callable entities transfer queued calls back when said one or more first callable entities are available.

18. (Previously Presented) The system according to claim 15, wherein said network is H.323 compliant.